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IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit 2733  
Examiner Huy D. Vu

RECEIVED

APR 20 2001

Technology Center 2600

In Re: Alec Miloslavsky  
Case: P3253  
Serial No.: 08/948,530  
Filed: 10/9/97  
Subject: Apparatus and Methods Enhancing Call Routing  
To And Within Call-Centers

To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

Dear Sir:

**Preliminary Amendment**

**In the claims:**

All of the claims standing for examination herein are reproduced below. The claims herein amended are marked (Amended). Those claims left unchanged are marked (Unchanged).

6. (Twice Amended) An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to at least one agent workstation in an IPNT-capable call center, comprising:

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